## BTEC Assignment Brief

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| **Qualification** | Pearson BTEC Level 3 International Subsidiary Diploma in Travel and Tourism<br>Pearson BTEC Level 3 International Foundation Diploma in Travel and Tourism<br><br>Pearson BTEC Level 3 International Diploma in Travel and Tourism<br><br>Pearson BTEC Level 3 International Extended Diploma in Travel and Tourism |
| **Unit number and title** | Unit 8: The Airport Experience |
| **Learning aim** | C: Examine how airports ensure efficient outbound and inbound passenger flow through airports during normal, non-standard and irregular operations. |
| **Assignment title** | Passenger Flow |
| **Assessor** | |
| **Issue date** | |
| **Hand in deadline** | |

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| **Vocational Scenario or Context** | You have started a new job as a trainee Passenger Service Agent at a UK gateway airport. Your training period is coming to an end. Your manager has asked you to write a report in which you examine how the airport ensures efficient passenger flow during normal, non-standard and irregular operations. |
| **Task 1** | Write a report in which you:<br>● include an actual or typical airport terminal plan and plot possible areas of the airport that are prone to congestion during normal operations<br>● explain why these areas are prone to congestion and some of the measures that can be put in place to prevent or minimise congestion, including the value of carrying out post-event analysis to prevent or minimise recurring situations<br>● explain why major congestion or airport closures occur when there is a non-standard or an irregular situation and the measures that can be taken to ease major congestion<br>● analyse the potential impact on passengers who experience minor and major airport congestion, both during normal operations and when non-standard and irregular situations occur. Support your analysis with relevant examples<br>● evaluate the effectiveness of measures that the |

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| | airport takes to maintain the safe and secure flow of passengers during major and minor congestion during normal operations and non-standard and irregular situations, including the role of post-event analysis in preventing and improving similar future situations. |
| **Checklist of evidence required** | Written report with airport terminal plan |

| **Criteria covered by this task:** | |
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| Unit/Criteria reference | To achieve the criteria, you must show that you are able to: |
| 8/C.P6 | Plot the possible areas of congestion during normal operations, explaining why these areas are prone to congestion and the measures that can be taken to prevent or minimise congestion. |
| 8/C.P7 | Explain how non-standard and irregular situations can cause major congestion or airport closure and explain the measures that can be taken to ease the congestion and potential impact on passengers. |
| 8/C.M3 | Analyse the potential impact on passengers who experience minor and major congestion situations. |
| 8/C.D3 | Evaluate the effectiveness of measures to maintain safe and secure passenger flow during minor and major congestion situations. |

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| **Sources of information to support you with this Assignment** | Learners should be encouraged to research the main and regional airports within their country:<br>https://www.bangkokairportonline.com/<br>https://www.dubaiairports.ae/<br>https://www.baliairport.com/<br>https://www.heathrow.com/airport-guide<br>https://www.cardiff-airport.com/<br>https://www.gov.uk/government/organisations/border-force/about<br>https://thailand.iom.int/immigration-and-border-management<br>http://www.travelweekly.co.uk<br>http://www.simoncalder.co.uk/<br>http://www.porthealthassociation.co.uk/<br><br>http://www.who.int/<br><br>http://www.who.int/ihr/publications/9789241580496/en/<br><br>Dale, G. (2019) *Pearson BTEC National Travel and Tourism Student Book.* Harlow: Pearson |
| **Other assessment materials attached to this Assignment Brief** | N/A |

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